

% Industrial Permits Issued After 15 Days (Construction Review) Develop Louisville

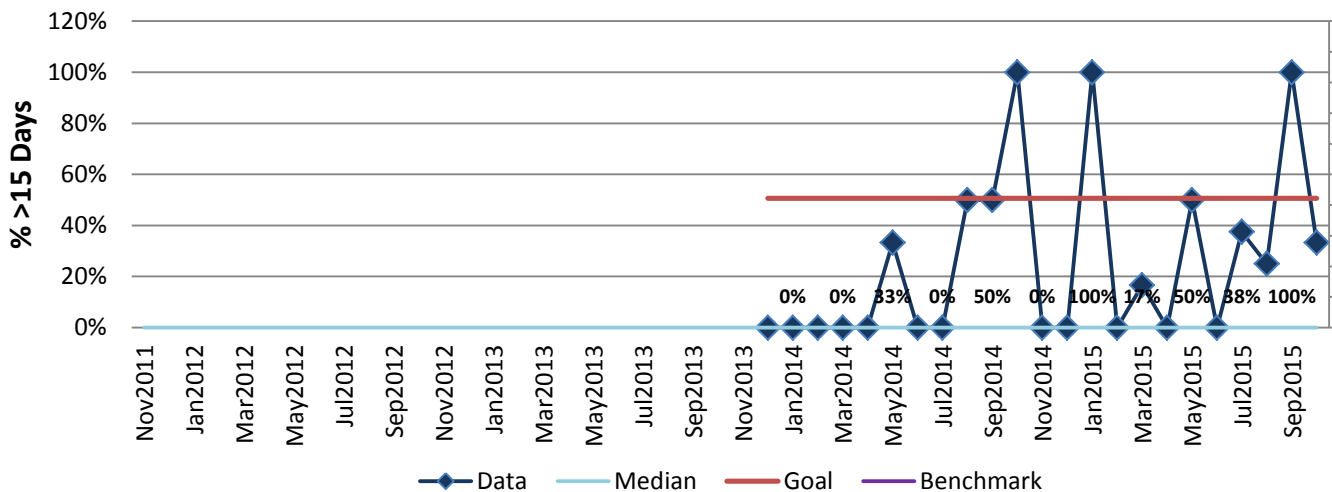
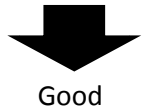


KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 53.33% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 53.33% to 50.66% (5% decrease from CY14 baseline) Benchmark: TBD		Data Source: Hansen Goal Source: Construction Rev. Mgr Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of Industrial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Develop Louisville will analyze reasons for extended review periods		
How Are We Doing?					
Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
50.66%	30.21%		50.66%	33.33%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.